MISS HOWLAND

New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 29 — NUMBER 8 MAY 1976

Psychiatric unit reorganized

The psychiatric unit on Deaconess 4 has been undergoing an evaluation and reorganization to function more effectively. For the first time in the unit's 20-year history a medical director has been appointed with overall responsibility for the management of care.

Dr. Dana M. Sheldon was named section chief in psychiatry in the department of medicine in November. In this position he serves as the medical director of the psychiatric unit.

In conjuction with the new focus on Deaconess 4, nursing service decided to employ a nursing care coordinator for the psychiatric unit. This is a new concept for Deaconess 4 and he or she will be responsible for the management of nursing care on the unit as well as for supervision of unit personnel in the delivery of patient care. Hopefully this position will be filled by June.

The nursing care coordinator will formulate policies for the unit, set goals, evaluate programs, and identify staffing needs. He or she will interview and evaluate personnel and establish staffing assignments for the delivery of patient care. The coordinator will also provide orientation, continuing education, and plans for new learning experiences for the staff.

"We want to upgrade patient care by instituting a multidisciplinary team approach to patient care and a more comprehensive inservice training program," said Dr. Sheldon.

The nursing care coordinator will be responsible to Lois Preston, R.N., associate director of nursing service, and will work closely with Dr. Sheldon and Carol Garant, R.N., clinical nurse specialist in psychiatry. Ms. Garant now consults with patients and staff throughout the hospital and currently provides support to the nursing staff on Deaconess 4. She is responsible for staff education in psychiatric nursing throughout the hospital.

"The psychiatric unit's reorganization was due to the increasing demand for psychiatric services throughout the hospital and the move throughout the country toward community mental health," said Dr. Sheldon. To satisfy these increasing demands Dr. Sheldon would like to rotate psychiatric and medical residents through Deaconess 4. He also hopes to investigate the feasibility of starting an outpatient psychiatric clinic.

Dr. Pyke speaks at grand rounds as Joslin Visiting Physician

Dr. David A. Pyke, F.R.C.P., spent three days at the Joslin Clinic and the New England Deaconess Hospital as the Third Annual Visiting Physician of the Joslin Diabetes Foundation. As the director of the diabetes clinic at King's College Hospital, London, England, Dr. Pyke is a prominent British diabetologist known for this studies of idential twins, one or both of whom have diabetes.

On March 29-31 Dr. Pyke met with residents, fellows, researchers, and physicians at conferences, rounds, and Joslin foot rounds. At grand rounds he lectured on "Viral and other Etiologies of Diabetes," and discussed "Diabetic Coma" at the morbidity conference. Dr. Pyke met with Dr. George F. Cahill, Jr., at the Elliott P. Joslin Research Laboratory.

A dinner was held at the Harvard Club in Dr. Pyke's honor and was attended by President Laurens MacLure, Dr. James L. Tullis, chairman of the NEDH department of medicine, members of the staff of the Joslin Clinic and Deaconess Hospital, and members of the board of directors of the Joslin Diabetes Foundation.

Dr. David A. Pyke, F.R.C.P.

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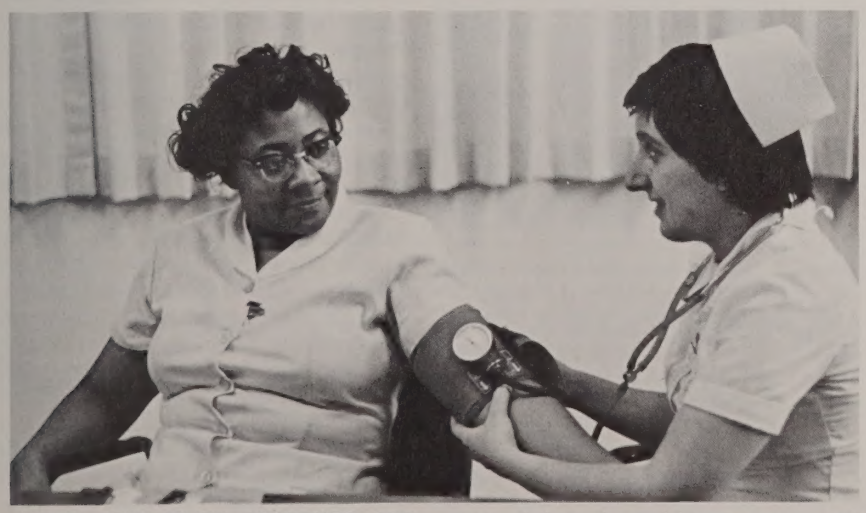
Drs. Jacob J. Lokich, section chief in oncology; Blake Cady, general surgery; and Anthony J. Piro, radiation therapy; (l. - r.) are involved in the multi-disciplinary approach to the treatment of malignancy discussed at the weekly tumor review conference. Other participants are: Drs. Murray M. Bern, Laurence P. Cloud, Hugh M. Pyle, James L. Tullis, internal medicine and hematology; Joyce Anne McCaffrey, Richard A. Oberfield, internal medicine; Nile L. Albright, Clifford C. Franseen, Randolph B. Reinhold, William V. McDermott, Jr., general surgery; Victor M. Rosenoer, gastroenterology; and Ralph R. Weichselbaum, radiation thereapy.



NEDH EMPLOYEES SCREENED FOR HYPERTENSION. *When hypertension screening days were held in February, 259 employees were tested for high blood pressure. Pictured is Parthenia Cofield, building services, having her blood pressure checked by Rose Hartnett, R.N. Thirty-nine people were found to be hypertensive according to the criteria established by the American Heart Association. Fourteen more employees were borderline hypertensives. Of all those tested only nine employees were previously aware of their elevated blood pressure. All people with high blood pressure were referred to the employee health center for further follow-up. "We would like to thank the nursing staff who gave their time and we thank all employees who participated in the program," said Nancy V. Dolan, R.N., cardiovascular clinical nursing specialist, who organized the screening, "And a special acknowledgement to the dietary department. They had the largest turnout — 57 people had their blood pressure checked."*

Tumor review committee created

A tumor review committee has been organized by the physicians of the division of oncology and the department of radiation therapy to increase communication on the clinical status of all patients admitted to the Deaconess with a diagnosis of malignant disease. Surgeons interested in oncology also participate in the weekly conferences held on Thursdays from 11 a.m. to noon in the Farr 11 conference room.

The methods of treatment of the cancer patient have become increasingly successful and have progressed enormously in recent years in all therapy modalities. Sophisticated technologic advances in radiation; the development of new drugs and drug combinations; and the crucial role of surgery have accentuated the multi-disciplinary approach to therapy for cancer patients.

"By increasing communication between disciplines, the conference serves to offer the patient optimal care by facilitating the interaction between chemotherapy, radiation therapy, and surgery," said Dr. Jacob J. Lokich, section chief in oncology. The service is available to all physicians caring for cancer patients, without charge to the patient.

Multilingual employees volunteer as interpreters

Mrs. Wong was in the cardiology laboratory for a catheterization. She was nervous and asked many questions. But no one in the cath lab could answer any of her questions because nobody spoke Chinese.

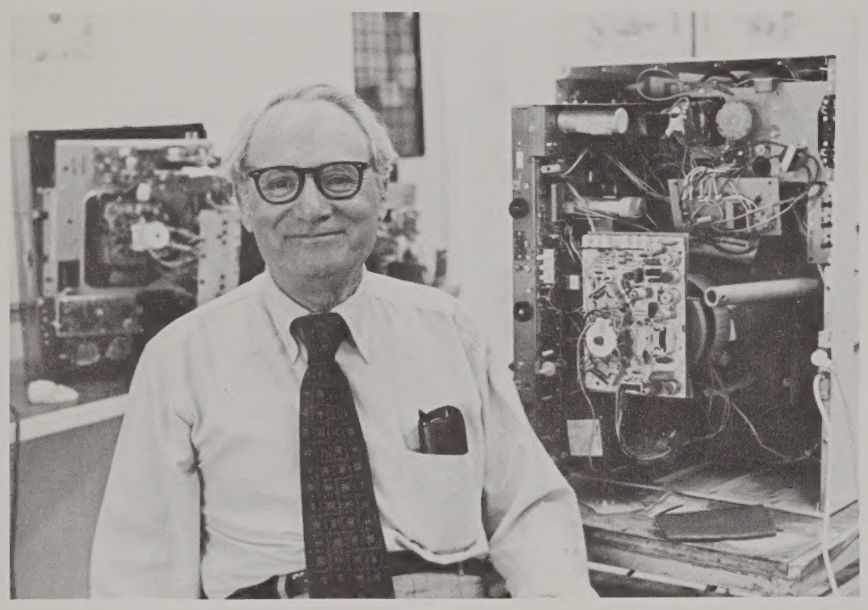
Fortunately, the New England Deaconess Hospital has a list of interpreters who speak not only Chinese, but also its dialects. When the cath lab made known its problem, someone was found who spoke Mrs. Wong's dialect of Cantonese. Her questions were soon answered, her fears calmed.

The interpreters at the Deaconess are all employees who volunteer their time to translate English into 28 languages. The employee relations department asks employees when they are hired if they speak any foreign languages and maintains a list of interpreters according to the languages they speak. If an interpreter is needed, a department can call employee relations to receive the names of five or six employees who speak that particular language. Although there are interpreters for most languages, some as common as Spanish and some as uncommon as Latvian, there is a need for employees who can lip read and use sign language.

In addition to being called to help Mrs. Wong, Chungte Wu, intern pharmacist, and Anthony Ng, staff pharmacist, have been called many times to interpret for other patients. Although both men are Chinese, because of dialects they must speak English to communicate with each other. Mr. Wu is from Taiwan and speaks Taiwanese and Mandarin. Mr. Ng is from Canton and speaks Cantonese. When they are asked to interpret, if one doesn't know the particular dialect needed, the other one can usually be counted on for assistance.

Lydia Lanzafame, administrative secretary in the cardiology department, has been called upon to use her knowledge of Italian to help a nurse elicit information from an elderly, hypertensive woman on her medical history and diet. Mrs. Lanzafame has discussed medicare, hospital payments, and diet with a diabetic man in the coronary care unit.

"A patient may not be able to tell the doctor where he feels pain or may want to explain something to the doctor," said Al Caceres, operations manager in the dietetics department. Mr. Caceres is from Panama and speaks Spanish, He not only translates in Spanish for patients and their doctors, but also translates for employees who speak English as a second language and rely on their native Spanish for real communication. He translates into Spanish any memos sent to employees by administration.



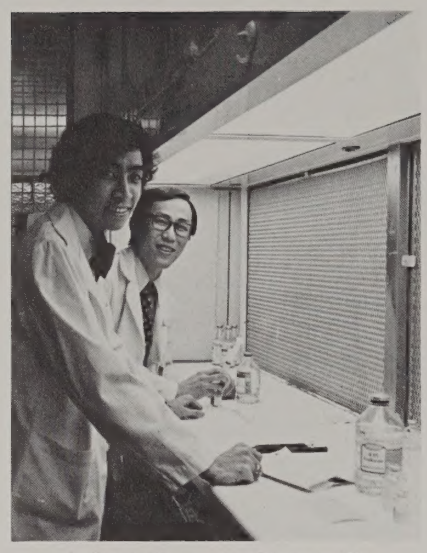
Albert Sasson

Dr. Fouad A. Hamawy, internal medicine, is from Egypt and speaks Arabic and French. As one of the doctors in the employee health clinic, he uses French very often during his examinations of Haitian employees, who speak French as their primary language.

Sometimes friendships are founded from a call to interpret. Despina Fidanos, building services, who left Greece in 1970 enjoys the opportunities to speak Greek with patients. When she was called to the recovery room to help communicate with a young man who had arrived in Boston from Greece the day before open heart surgery, the two became fast friends. He has since recovered and now lives near her. Having been a barber in Greece, he now cuts her family's hair.

Albert Sasson, electronics technician, likes to visit foreign patients during his breaks at work to see if they are comfortable or need any assistance.

"I speak French, Spanish, Italian, Portuguese, Greek, Arabic, and a little bit of English. Languages are my hobby," said Mr. Sasson. He grew up in Toulouse, France, a town near the Spanish border. He was in Egypt for 35 years as an electrical contractor building the Suez Canal. When he vacationed in Greece, he learned Greek, and on his way to the United States, he stopped in Brazil and added Portuguese to his collection of languages.



Anthony Ng (l.) and Chungte Wu

Mrs. Chavarria has been to the employee relations department to help Spanish speaking people apply for jobs. She has helped an American physician explain a procedure to a Spanish physician who was a patient here.

When a patient like Mrs. Wong comes to the Deaconess, the last thing she should have to worry about is communication. With the interpreter service that the Deaconess provides, Mrs. Wong can have a procedure explained in Cantonese, Spanish, French, Norwegian, Dutch, or almost any language. And it doesn't cost the patient a penny. Employees volunteer their time because they want to help make the patients' stay in the hospital a little easier.

Despina Fidanos, Rosa Pereira, and Maria Chavarria (l. - r.)

Because Mr. Sasson is known to speak so many languages he is called by almost all departments in the hospital to interpret patients' medical histories for doctors. He'll often stay with patients during procedures in the cath lab to explain what is happening and help them relax.

These employees volunteer because they want to help. Some may remember what it was like to arrive in the United States and not know any English. They want to help make the stay in the hospital of these non-English speaking patients as comfortable as possible.

When Despina Fidanos, Rosa Pereira, and Maria Chavarria, building services, arrived here from their native countries they spoke little English. Mrs. Pereira learning English in high school and Mrs. Fidanos went to night school, but all received English training from the Deaconess in its class, "English as a Second Language."

Rosa Pereira, who is from the Azores, a Portuguese colony, and Maria Chavarria, from Costa Rica, now use their native languages to help others. Mrs. Pereira and Mrs. Chavarria help the patient tell the doctor how he or she feels. They help in admitting and aid their supervisor, Susan Welsh, in communicating with employees in building services who understand Spanish and Portuguese better than English.

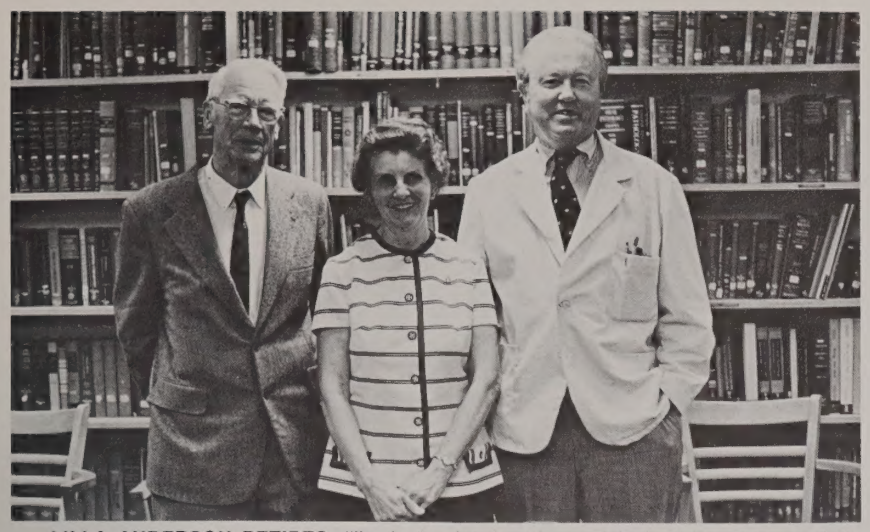
Dr. Pyke . . .

(Continued from page 1)

Dr. Pyke's research closely parallels that of Dr. Priscilla White, internal medicine, NEDH and Joslin Clinic. Both have examined identical twins for diabetes. Because, in some cases, only one twin would have diabetes, it was speculated that something other than heredity was involved. If one identical twin had juvenile-type diabetes, the other twin had it in only half of the cases. If the disease developed after the age of 40, this milder form of diabetes was present in both identical twins over 90 percent of the time.

After studying a large number of diabetics throughout the British empire. Dr. Pyke noted that the input of heredity in juvenile diabetes was much less than that of maturity-onset diabetes. He observed that in juvenile diabetes, if the second of twins did not develop the disease within two or three years after it was diagnosed in the first twin, more often than not that twin would never develop juvenile diabetes.

At grand rounds Dr. Pyke elaborated on possible viral factors relating to the onset to diabetes. He noted that juvenile-onset diabetes seemed to occur at the same time that certain viral epidemics took place, suggesting that a group of viruses called the Coxsackie viruses might be infecting the beta cells in certain children, leading to diabetes.



LILLA ANDERSON RETIRES. *"I'm just going to relax and look at the ocean and the seagulls," said Lilla M. Anderson at her retirement party on March 31. Miss Anderson was retiring from the Deaconess after 36 years as a histology technician and research assistant, responsible for preparing microscopic slides of tissues from research animals. She is pictured with Dr. Shields Warren (l.), pathologist-in-chief emeritus, and Dr. William V. McDermott, Jr., scientific director of the Cancer Research Institute. Miss Anderson received her laboratory training at Boston City Hospital and Mattapan State Hospital before coming to the Deaconess, bypassing a career as a musician. Music and the sea, the things Miss Anderson loves, will be able to play a larger part in ther life as she retires and relaxes in her home in Nahant.*

Mrs. MacDonald retires as chief cashier

Almost everyone knows Monica. Monica Stephenson MacDonald has been changing dollars and dimes for 23 years as the chief cashier in the dietetics department. Seated by the cash register during breakfast and lunch, Monica knows almost all the 1400 or so employees who pass by her booth during the day. When she retired on March 31, Harris Hall seemed hardly big enough to hold the many friends who came to say goodbye at her retirement party.

Mrs. MacDonald came to the Deaconess in 1953 as a part-time cashier in the cafeteria when it was located in the Harris Hall basement. A two-year stint at the central information desk interrupted this job. She returned as cashier when the cafeteria moved to its present location in the basement of the Farr building.

As Mrs. MacDonald chats while making change, a slight accent betrays that she is from Cape Breton, Nova Scotia, Canada. Mrs. MacDonald was the postmistress in her hometown of Dominion for 14 years. "I did everything. I even licked stamps for the children. The night before Christmas, I'd be sorting mail until 2 a.m."

Mrs. MacDonald was introduced to Boston when she attended the Wilfred School of Hair and Beauty Culture. She renews her license every year and says she may resume this aspect of her career. She still styles her sister's hair.

Mrs. MacDonald and her sister Mary Kelleher share a house in Brookline. Although one sister, Calista Boone, lives in Michigan, her other sisters, Kathleen Connelly and Tillie Tonra, who worked at the Deaconess as a hostess in the special care unit, live nearby.

Monica MacDonald (r.), who retired from the dietetics department after 23 years as the chief cashier, was honored at a retirement party held in Harris Hall. Associate Director Ellen Adams presented her with a gift on behalf of the hospital.

Although Mrs. MacDonald considers herself a Bostonian, she visits Cape Breton every year. She also travels to Cape Cod to enjoy the sun and ocean. Now that she is retiring, Mrs. MacDonald will have time to make more leisurely visits to these and other vacation spots. She has already been to Hawaii, Bermuda, and Florida.

Mrs. MacDonald loves to bake and does it well, as her friends can attest. "All day Sunday, from the time I get home from church until dinner, I bake. Now I can bake all week and rest on Sunday."

Five men retire from maintenance and engineering

The maintenance and engineering department unofficially closed down to a skeleton crew on the afternoon of March 26 as steamfitters, electricians, carpenters, plumbers, and other department members got together for a party at Harris Hall to honor five of their own. Clayton Kenney, Dennis Trayers, Roger Pinkham, Angelo Derocco, and Carl Carlson were retiring and the men and women from maintenance and engineering wanted to be sure their departure would not go unnoticed. Members of administration and other departments also joined in the party.

Clayton Kenney, associate director of maintenance and engineering, was hired almost 19 years ago as a steamfitter. He advanced to shop foreman, then assistant director, and finally to his present position. Prior to joining the Deaconess, Mr. Kenney was the chief engineer for 14 years at the Henry Heywood Memorial Hospital in Gardner, Massachusetts. He began his career as a fireman in various factories.

Mr. Kenny plans to start his retirement by relaxing with his wife Orpha, former director of admitting at the Heywood Memorial Hospital, in their home in Fitchburg.

Dennis Trayers, in charge of operation of the plant, said, "I plan to do nothing for awhile, then will do some woodworking and metalworking." He has been at the Deaconess for 18 years overseeing the heating, ventilation, and air condition of the entire hospital complex. For the last 12 years, he was the weekend supervisor of maintenance and engineering.

Mr. Trayers was self-employed in building and construction for many years, then worked in an electronics plant for 15 years before coming to this hospital.

He lives in Canton with his wife Katherine and has four children and 16 grandchildren. Their son Dennis Trayers, Jr., is the assistant director of maintenance and engineering at the Deaconess.

Carl Carlson, steamfitter foreman for almost 15 years, worked for a plumbing contractor for 35 years before joining the Deaconess. Born in a city on the seacoast of Sweden, Mr. Carlson came to Boston when he was 16.

Now living in Walpole with his wife Ethel, Mr. Carlson plans to work on his house and travel in New England and Nova Scotia. They have four children and 14 grandchildren.

Angelo Derocco has been a master electrician during the seven years he has been employed at the Deaconess.

On the way to their retirement party in Harris Hall are: (l. - r.) Clayton Kenney, Dennis Trayers, (Cornelius H. Keating, manager of maintenance and engineering), Carl Carlson, Angelo Derocco, and Roger Pinkham.

Prior to that he was self-employed as a contractor and worked in a company that makes shoe machinery. With electric rewiring playing a smaller part in Mr. Derocco's day, he intends to do plenty of swimming. He lives in Somerville with his wife Camille and has three children and one grandchild.

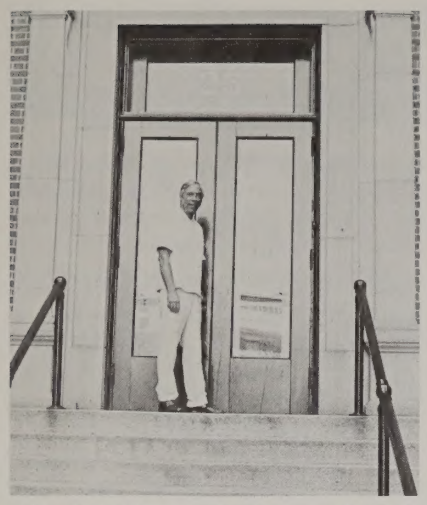
Roger Pinkham, a refrigeration mechanic for over five years, was a manufacturing engineer for 20 years at a power project in Boston before coming to the hospital. He had been chief engineer at a cooling and heating radiation manufacturing company for 11 years. Mr. Pinkham intends to relax with his wife Mary at their home in Quincy. They have four children and nine grandchildren.

Dr. Beetham honored

Dr. William P. Beetham, who has long been associated with the New England Deaconess Hospital and Joslin Diabetes Foundation, was a recipient of the New England Ophthalmological Society award at their February meeting "for a valuable contribution to ophthalmology." This award is presented to "a resident of New England who has made a valuable contribution to ophthalomology in a previous year, with citation of a specific work." It has not been awarded every year.

The work that was cited as a basis for the award was one example of his pioneering studies in diabetic retinopathy. The paper, "Ruby Laser Photocoagulation of Early Diabetic Neovascular Retinopathy: Long-term Controlled Study," (with Aiello, Lloyd M.; Balodimos, M.C.; and Koncz, L.) was presented before the American Ophthalmological Society in 1969 and published both in the Transactions of the American Ophthalmological Society (1969) and the Archives of Ophthalmology (1970). This new laser photocoagulation technique forms the basis of the treatment techniques used today in slowing the progression of diabetic retinopathy.

Service award coffee hour honors employees



Dennis Collins, who has been employed in the dietetics department for 25 years, is on his way to the service award coffee hour held at Harris Hall on March 24.

With President Laurens MacLure (far left) and Director Richard E. Lee (far right) are service award recipients (l. - r.) Charles K. Spalding, 30 years, maintenance and engineering; Kathryn H. Haley, 40 years, CRI; Executive Vice President R. D. Lowry, 30 years; Shirley M. Baldwin, 20 years, nursing service; and Howard R. Brackett, 20 years, building services; Rita M. McKeeman, 20 years, hematology laboratory, could not attend the coffee hour.

Employees who have given the Deaconess 5 to 40 years of service were honored at a service award coffee hour held at Harris Hall on March 24. After Director Richard E. Lee opened the ceremony, President Laurens MacLure reviewed some Deaconess history. He said that five years ago the Farr building was dedicated, and the hospital celebrated its 75th anniversary. Ten years ago the coronary care unit was opened. Executive Vice President R. D. Lowry was elected president of the Massachusetts Hospital Association 15 years ago.

"Twenty years ago the first awards dinner was held at Longwood Towers," said Mr. MacLure. "We started a medical residency program with 16 interns. Today there are 100 house officers."

The hospital broke ground for the Central building and the Cancer Research Institute 25 years ago.

"And 30 years ago Mr. Lowry came to the Deaconess," said Mr. MacLure. Mr. Lee presented Mr. Lowry his service award pin with the assistance of M. Eleanor Clapp, director of public relations, who was Mr. Lowry's assistant and secretary for over 11 years.

Five-year service award recipients are: (front row l. - r.) Marie D. Fenelon, dietetics; Edward E. Gomez, laundry; Elaine K. Sherwood, intensive care unit; (back row l. - r.) Cynthia B. Watson, Sussalin A. Durham, nursing service; Theresa B. Maurer, blood bank; and Bethanne Place, hematology laboratory. Those who could not attend the coffee hour are Colette B. Atchinson, nursing service; James D. Barry, central sterile services; Deborah J. Daly, intensive care unit; Despina Fidanos, building services; Dr. Robert W. Healy, internal medicine and cardiology; Phyllis C. Inniss, nursing service; Irma Kontautas, building services; Dr. Rob Roy McGregor, podiatry; Dr. John B. McKittrick, general surgery; Virginia A. Raynor, data processing; Mary Jane H. Simi, patient service; Patricia A. Sutton, nursing service; and Mary J. Walsh, operating room.

Fifteen-year service award recipients are: (l. - r.) John J. Markarian, Jr., School of Nursing; Robert Clark, diagnostic radiology; Dorothy Peterson, building services; Helen K. Callahan, service coordination; and (President Laurens MacLure). Barbara Hooker, School of Nursing, could not attend the coffee hour.

Ten-year service award recipients are: (l. - r.) Mary A. Nadeau, recovery room; Dorothy I. Bowen, nursing service; (Director Richard E. Lee); and Marjorie Phillibert, nursing service. Not pictured are Carol A. Kaplan, department of surgery; and Fontaine A. Velis, hematology laboratory.

New England Deaconess Hospital
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The New England Deaconess Hospital is a 471-bed and 16-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the independent medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

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